



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**

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September 18, 2006

Nolan Hoffer, Administrator  
Boise Health & Rehabilitation Center  
1001 South Hilton Street  
Boise, ID 83705

Provider #: 135077

Dear Mr. Hoffer:

On **September 7, 2006**, a Complaint Investigation was conducted at Boise Health & Rehabilitation Center. Marcia Key, R.N. and Nicole Martin, R.N. conducted the complaint investigation. The complaint allegations, findings, and conclusions are as follows:

**Complaint #ID00001639**

**ALLEGATION #1:**

The complainant stated the resident was not fully informed about costs and her funds.

**FINDINGS:**

Review of the identified resident's record revealed the resident had been assessed as being alert, oriented, and had no short or long term memory deficits.

On September 7, 2006, the identified resident was interviewed. The resident stated her admission process went smoothly. She stated she received both Medicare and Medicaid insurance, and all of the financial information was explained to her clearly by the facility staff.

**CONCLUSIONS:**

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #2:

The complainant stated the resident was assisted out of bed by an aide using her surgical shoulder that caused pain and swelling on July 3, 2006.

FINDINGS:

An interview with the identified resident on September 7, 2006, revealed that one Certified Nurse Aide (CNA) did attempt to transfer her the night of her admission by starting to take a hold of her left arm. However, she stated, "I stopped her before she moved my arm and got the supervisor." The resident indicated the CNA was then taught the proper transfer technique. During the interview, the resident denied any injury or swelling due to an improper transfer technique and has had no problems since.

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #3:

The complainant stated the resident was forced out of bed at 7:00 a.m., and personal hygiene was not provided on July 23, 2006.

FINDINGS:

An interview with the identified resident on September 7, 2006, revealed that she denied any staff member forcing her to get out of bed or not providing her the care that she needed. The resident stated, "Everything is fine here. The staff are wonderful, especially the therapist."

CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

ALLEGATION #4:

The complainant stated the facility had a bad odor.

FINDINGS:

Upon entering the facility on September 7, 2006, an initial tour of the facility was conducted. There were no bad odors noted.

The identified resident was interviewed and stated that she had not noticed any bad odors in the facility or her room. She stated the facility's housekeeping services did a good job.

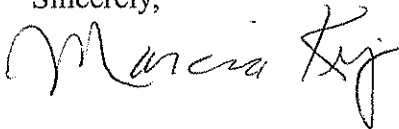
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CONCLUSIONS:

Unsubstantiated. Lack of sufficient evidence.

As none of the complaints were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,

A handwritten signature in black ink, appearing to read "Marcia Key". The signature is fluid and cursive, with the first name "Marcia" written in a larger, more prominent script than the last name "Key".

MARCIA KEY, R.N.  
Health Facility Surveyor  
Long Term Care

MK/dmj